

# FAQ-Products/Services

## 1. Pre-Sale

### 1.1. Can you provide product photos?

Due to copyright policy, we only provide Silver level and above customers with watermark-free images. You can directly download the images you need in My Account on the TVC website. The following chart shows the specific download permission instructions for each level of customers.

Loyalty level	Download Permission (high-resolution images without watermark)
Silver (10k<=value<30k)	Images of all purchased products and SKU 500 per week for non-purchased products
Gold (30k<=value<300k)	Images of all purchased products and SKU 1000 per week for non-purchased products
platinum (300k<=value<1000k)	Images of all purchased products and SKU 3000 per week for non-purchased products
diamond (1000k<=value)	All images without limit

### 1.2. What is the TVC Mall process like?

Our process begins with carefully choosing the products we stock at TVC Mall. Our skilled sourcing team sets out to find the best products (specifically, ones that sell well) from 1000 suppliers. While our sourcing team is hard at work, our sales team provides one-on-one customer service to our clients to ensure they choose and customize the best possible TVC Mall products for their businesses. Next, our supply chain staff prepares each order, and our logistics team arranges delivery.

### 1.3. Which shipping method should I choose?

We offer several shipping methods and we recommend DHL, UPS, or FedEx. You can select the most appropriate one according to your address and time limit requirement.

Shipping Methods	North America	South America	Europe	Oceania	Russia	Asia	Central Europe	Others
China Post	/	15-45 days	15-35 days	15-30 days	20-45 days	15-25 days	15-45 days	15-50 days
EUB	15-30 days	15-45 days	15-30 days	15-30 days	15-30 days	15-25 days	15-30 days	/
PostNL	/	/	/	/	/	/	/	15-45 days
YunExpress	7-15 days	7-25 days	7-20 days	7-20 days	/	7-15 days	7-20 days	/
FedEx	5-8 days	5-15 days	5-9 days	5-12 days	/	5-9 days	5-9 days	8-15 days
UPS	5-12 days	10-20 days	5-12 days	8-12 days	/	5-12 days	5-10 days	6-12 days
DHL	4-11 days	9-20 days	4-11 days	4-12 days	/	5-11 days	5-9 days	5-12 days
SEA	40-60 days	40-60 days	40-60 days	20-40 days	/	40-60 days	10-30 days	40-60 days
AIR	/	15-20 days	15-20 days	15-20 days	/	15-20 days	15-20 days	15-20 days

\* This chart is only for reference. Delivery time can be affected by many factors.

### 1.4. Can I view your price list/catalog?

Absolutely. You can get the price list/catalog by contacting your sales manager or browsing our inventory directly at [www.tvc-mall.com](http://www.tvc-mall.com). There, you'll find even more products to choose from, plus product images.

### 1.5. Could you recommend some accessories for the latest model?

Please review our Best Seller and New Model lists for the latest recommendations. We offer such resources to our VIP customers monthly.

### 1.6. Does this product have CE/Roth certification?

Sure! You can view the product's CE/Roth certification in the product

specifications on the product detail page.

Specifications	
Brand	Joyroom
Certificate	FCC, UL
Retail Packaging	Colored Box
User Manual (Language)	English and Chinese
Wattage	15-20W
Gross Weight	0.263kg
Volume Weight	0.149kg
Package Length	17.500cm
Package Width	10.000cm
Package Height	3.800cm
One Package Weight	0.235kg
EAN	6956116721480

## 1.7. What is the product customization process like?

After the you submit your needs for customization via questionnaire, we'll get in touch with you quickly to confirm the design solution and the signing of related documents. Then, before the production of the products, the sample will be send to you for final confirmation. At last, amazing products will be shipped to your hands!

## 1.8. Does TVC Mall perform OEM or ODM services?

Yes, OEM and ODM orders are highly welcomed. Our team can help with the design.

## 1.9. How can I get a free sample before I place a bulk order?

Clients of Level Gold and above can get a certain quota of free samples every quarter.

For Level Gold: \$100

For Level Platinum: \$200

For Level Diamond: \$500

Please contact your Sales manager for the latest sample recommendation, and he/she will help you to pick the most appropriate one and place the order.

### **1.10. Will I be charged with customs and taxes?**

The customs fee is charged through local customs and is decided by the declared value of the order.

### **1.11. What is your Warranty Policy?**

For our detailed Warranty Policy, please visit our [Warranty & Returns](#) page. We are committed to our customers and want to ensure they're satisfied with their orders. If your product is damaged or malfunctioning upon delivery, we will happily refund or replace the damaged units. We just ask that you provide us first with photos of the damaged/malfunctioning products to begin the refund/replacement process. Once we receive the returned items, we will confirm the product's issue and arrange for a refund or replacement to be sent.

### **1.12. Can I use my own shipping agent/service?**

Yes. We can ship your products to your agent, or they can pick the order up at our warehouse. Just provide us with your shipping agent's contact information, and we'll take it from there!

### **1.13. What discounts do you offer?**

We offer different price tiers for each product, which coincide with the order quantity. The more units ordered, the more discounted the price is per unit. Please see below for reference. We also offer discounts, exclusive sales, and special promotions through our Rewards Program, which you can learn more about [here](#).

## **1.14. What payment methods do you accept?**

We accept Paypal, T/T (Bank Transfer/Wire Transfer), or credit cards.

## **2. During The Sale**

### **2.1. Can you send me a packing list and invoice for customs?**

Of course! Please contact your Sales manager. We'll send you the requested documents as soon as possible.

### **2.2. Will I face issues with customs?**

We have clients in countries all around the globe and typically have no issue getting our products through customs. However, we can't 100% guarantee it, as customs policies may change in any given country. If your order gets stuck at customs, we will do everything in our power to help

### **2.3. I want to put my custom label/logo on each product. Can you do that?**

Yes, we offer custom labeling/logo services . Please provide all applicable information/documents for your desired label. If you need assistance designing your label, our design team will be happy to help.

### **2.4. I'm interested in products that are not listed on your site. Can you source them for me?**

We would love to. Please provide any product information you can, including product photos and descriptions, and we will get back to you as soon as possible.

## **2.5. Why haven't I received the email from TVC Mall?**

Please check your spam folder or inbox. It happens that sometimes our email is mismarked as spam and blocked by the users' email filter system. It is recommended to add our email address to your contact list or address book to avoid missing emails from us.